



**Important Warranty Extension Information
Malfunction Indicator Lamp due to
Engine Coolant Backflow
VIN: [REDACTED]**

Mercedes-Benz USA, LLC

Nikki Kiefer
General Manager
Customer Assistance Center

February, 2020



Dear Mercedes-Benz Owner:

The purpose of this letter is to advise you of additional benefits that Mercedes-Benz USA, LLC ("MBUSA") is providing to you regarding your vehicle ownership.

What's Included

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, MBUSA is extending the warranty to a total of **10 years and 120,000 miles** from the vehicle's original New Vehicle Limited Warranty start date for coolant system repairs that may be needed arising from an illumination of a Malfunction Indicator Lamp ("MIL") due to engine coolant backflow in the affected vehicles. **This warranty extension addendum applies to the vehicle regardless of ownership.**

Under this warranty extension, subject vehicles will be retrofitted with an engine coolant system check-valve to resolve faults related to engine coolant backflow. This warranty extension is applicable to the following vehicles:

Model	Model Years	Sales Designation
S-Class (Sedan)	2015-2016	S550, S550 4MATIC
S-Class (Coupe)	2015-2017	S550 4MATIC
S-Class (Convertible)	2017	S550

Any repairs under this warranty extension must be performed by an authorized Mercedes-Benz dealership. This extended warranty **does not** apply to any other engine or electrical components beyond the ones expressly mentioned above, and standard warranty terms apply, including the exclusions with respect to extra expenses, as identified in the Service and Warranty Information booklet. In case of failure of any other engine or electrical system component other than the aforementioned part that is beyond the vehicle's original New Vehicle Limited Warranty of 4 years/50,000 miles, the associated repair will **not** be covered and will remain the owner's responsibility.

What if I already paid for a repair?

If your vehicle has exceeded the original warranty's mileage or time period, and you have already paid to have a repair to address a MIL due to the above described condition, you may be eligible to receive reimbursement under this warranty extension. Reimbursement for your replacement costs can be obtained by presenting adequate documentation to your authorized Mercedes-Benz dealer. Requests for reimbursement may include expenses for Mercedes-Benz replacement parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Contact your authorized Mercedes-Benz dealer for more information on obtaining this reimbursement. Repairs performed by a non-Mercedes-Benz dealership might not be reimbursed.

Please contact your authorized Mercedes-Benz dealership for assistance or additional information (or visit www.mbusa.com). If your dealer is unable to remedy your situation, please contact us at 1-800-367-6372.

Please apply the enclosed warranty extension addendum to the inside back cover of your vehicle's Service and Warranty Information Booklet for future reference if necessary, as well as a copy of this letter.

We hope you are enjoying your Mercedes-Benz vehicle and we apologize for any inconvenience you may have experienced.

Sincerely,

Mercedes-Benz USA, LLC
A Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

Reimbursement to Customers for Valid Repairs Performed Prior to Receipt of this letter

If you have already paid for a repair related to a MIL due to engine coolant backflow, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer.

The following documentation must be presented to your servicing or closest Mercedes-Benz dealership for reimbursement.

Original or clear copy of **all** receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- **Reimbursement will be paid by a check from your authorized Mercedes-Benz dealer.**